

# Landlord Booklet

Red Bricks Rentals



 **Red Bricks**  
Real Estate | Rentals

REAA 2008



## Meet the Team



**Stevie** is the founder of Red Bricks Rentals and the co-founder of its sister company – Red Bricks Real Estate, together with her husband Rupert Bain. Stevie is a Licensed Real Estate Agent here in Hamilton and has a great understanding of the local property market, from both a rental and sales perspective. Stevie also holds her level 4 Property Management qualification.

As an investor herself, Stevie understands the importance of leaving your property in capable hands and believes in managing each property as if they were her own.



**Jamie** has a wealth of experience in property management and also holds a Real Estate Salesperson Licence, as well as her level 4 Property Management qualification. Jamie has a small personal portfolio of rentals of her own and is familiar with managing an extensive portfolio for her clients, understanding the needs of both landlords and tenants.

Jamie's analytical prowess and knack for numbers has made her popular amongst investors in the residential space, supported by her forecasted rental yields and return on investments. Additionally, her organisational skills and attention to detail is second to none, making her a great asset to the team.



**Adelle** has extensive property management experience and brings passion and expertise to the Red Bricks team. She is well-versed in the nuances of legislation, Healthy Homes, vetting tenants, as well as collections and maintenance. Her depth of experience in property portfolios of serious scope, and background in communications and customer service, demonstrates Adelle's efficiency and warmth. Her particular attention to detail, affable nature and knowledge of the industry is an incredible asset to our team and our clients.

## About Red Bricks Rentals

Red Bricks Rentals was previously operating under the name "All In Property Management" where the property portfolio was organically grown through word of mouth until 2020 when Red Bricks was founded.

Red Bricks Rentals was founded by the desire to improve the property management service level within Hamilton. Their frustration with larger companies being too busy to provide a quality service created an opening for a boutique property management company.





# Taking care of your largest asset, brick by brick.

Red Bricks Rentals is a boutique property management company based in Hamilton, New Zealand.

As a company we pride ourselves in offering a professional, knowledgeable & cost effective service to our clients.

## Why choose Red Bricks Rentals?

With a highly **competitive management fee from 7% +GST** and a team of skilled property managers, your investment is in safe hands. Red Bricks Rentals currently manages an extensive rental-portfolio, with both national and international investors. We are astute with the nuances of the industry: rent appraisal, understanding the changing climate of the market, updated legislation as well as finance and lending.

### QUALITY

By offering a boutique experience to our clients you can expect professional service with a high level of communication and attention to detail. We treat every property like it's one of our own and will look after your greatest asset brick by brick.

### COMPETITIVE

We offer a highly competitive management fee from 7% Plus GST.

### EXPERIENCED

Your property will be managed by qualified Property Managers who are also investors.

### ZERO TOLERANCE

We have a zero tolerance policy for income arrears and provide a full service for dealing with any tenant issues, offering the landlord peace of mind.

### TAX DEDUCTABLE

Property management is 100% tax deductible so why not let professionals take the stress out of managing your investments?

### AFTER HOURS

Your dedicated Property Manager is your after-hours point of contact for any issues, so you can enjoy a personalized service 24/7.

### LOYALTY DISCOUNT

Red Bricks will also offer a loyalty discount for any client who buys /sells property with us and also utilises our rentals division.






















# Rest easy with our services.

Maximise your profit and  
give yourself peace of mind.

## Why choose Red Brick Rentals?

-  We regularly assess each property to maximise rental value and return
-  We offer a boutique and personalised service to all clients
-  We prepare advertisements for vacant properties
-  We Schedule multiple viewings for tenants to allow best selection
-  Thorough tenant screening using "Tenant Check NZ"
-  Completion of all tenant contract documentation
-  Collect and lodge a bond with Tenancy Services NZ
-  Prepare thorough inspection reports: pre, post and during tenancies
-  Quarterly tenant inspections
-  Collect and reconcile rent
-  We check and follow up any missed or late payments in line with Residential Tenancy Act Procedures
-  We provide a point of contact for any after-hours emergencies
-  Arrange, project manage and supervise maintenance
-  We record transactions/ expenses, monthly owner statements and EOY statements
-  We handle dispute resolution through Tenancy Tribunal or mediation
-  We manage each rental like it is our own
-  We conduct thorough tenant screening through two TPS systems



# What do we do?

## LETTING

We put together comprehensive notes and photographs about your property and prepare the advertisement for marketing. We manage tenant enquiries and provide in-depth screening to ensure you have the right tenant for your property. The tenant selection process includes reference checks, social media screening and credit checks using the "Tenant Check System", which credit and background checks using the two-way TPS tenant check system

Your property advertisement will be listed on Trademe Property, realestate.co.nz and our website of www.redbricks.co.nz, with additional links on our Facebook. Properties where property videos are on offer will be linked through to our YouTube channel and shared on our social media platforms.

## REPAIRS AND MAINTENANCE

We use Tapi Maintenance manager software to manage and track the progress of all our maintenances jobs and requests. This is a fabulous system which allows you to view and approve quotes electronically and leave comments as required .

We will not undertake any repairs on your property in excess of the \$300 nominated amount without

consulting you first, unless it is an emergency which we are required to act upon by law. We will provide you with invoices from the company/supplier so you can clearly see the charges for the work undertaken. Invoices for maintenance will be deducted off the monthly rental statement with a copy of the invoice attached for reference.

## TENANCY RENEWALS

The agreements will be reviewed in advance of expiring. We generally work on a 12 month fixed term tenancy, unless otherwise specified by the landlord. If a tenant decided to leave at the end of a fixed term tenancy we would then endeavour to re-market your property for a replacement tenant to ensure your property is not left vacant. If in some circumstances tenants need to break a fixed term tenancy, they pay a break-fee to us as the property manager to cover costs of re-marketing and finding a replacement tenant. The tenant is made aware they are responsible for rent until a replacement tenant is found, therefore leaving no/minimal gap in rent. With Periodic tenancies, the tenant would have to give 21 days notice to vacate the premises. We would advertise the property to find a replacement tenant as soon as notice is given.

## METHAMPHETAMINE & ASBESTOS TESTING

In this day and age Meth & Asbestos Testing is necessary to protect the Landlord and their property. We can arrange for a variety of hazardous substance testing for any property we manage, to ensure the property is safe and the landlord is meeting their obligations under the Residential Tenancies Act.

## HEALTHY HOMES LEGISLATION REQUIREMENTS



Red Bricks Rentals keeps up to date with all legislation changes and will advise you as/when changes to investment properties come into play. We will make sure your home is correctly assessed and meets the legislation requirements.

## RENT COLLECTION

Rent will be paid direct from the tenant to Red Bricks Rentals on a weekly or fortnightly basis. In order to move in, a tenant will be required to pay 4 weeks rent as bond (which will be lodged with Tenancy Services) plus the equivalent of one weeks rent in advance. The landlord will be responsible for the letting fee equivalent of 1 weeks rent or a minimum of \$400 plus GST per let for a tenant placement. Red Bricks Rentals will then pay the landlord out once a month, at the end of each month. Statements will be provided once a month and annually for tax return purposes. Red Bricks Rentals have a zero tolerance policy for rent arrears and will endeavour to follow up any late payments in-line with the Residential Tenancy Act (RTA) procedures and timelines. Rent will be reviewed annually in line with the RTA.

## INSPECTIONS















We provide detailed quarterly inspections and pass these inspection documents (with photos) onto our landlords for regular updates, alongside any maintenance that may be required.






## Management Fees & Services



### Services Provided

	Rental appraisals and advice	With our compliments
	Quarterly inspection	With our compliments
	Ongoing inspection	With our compliments
	Comprehensive outgoing inspection	With our compliments
	Fixed term tenancy renewal	With our compliments
	Tribunal attendance and evictions application filing (if applicable)	Currently \$20.44 per application
	Online Marketing: Trademe.co.nz, Realestate.co.nz and Facebook	With our compliments
	Listing on www.redbricks.co.nz	With our compliments
	Rent reviews	With our compliments
	Management	From 7% + GST for Hamilton region and 8%+ GST for Morrinsville / Te Aroha / Waikato Region
	Repair and maintenance	
	Letting	Management fee % plus GST on each invoice  Letting fee of 1 week's rent (paid by the landlord) with a minimum letting fee of \$400 + GST
	Smoke Alarm Testing Services	\$99 per annum
	Credit check for new tenant(s) (on shortlisted tenants only)	\$20 per tenant checked

### Optional Extras

	Methamphetamine testing	Currently \$150 - \$300 depending on test
	Insulation Certificate (Required by law)	\$99 (deducted off invoice if any insulation is required)
	Sales Appraisal	Free

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M: 021 0411 645  
L: 07 834 3150  
E: rentals@redbricks.co.nz  
www.redbricks.co.nz  
PO BOX 999, Waikato Mail Centre,  
Hamilton, 3204

Level 5, 286 Victoria Street,  
Riverbank Lane, Hamilton 3204



## Join the Red Bricks Community.

Facebook: @RedBricksRealEstateNZ

Instagram: @RedBricks\_Realestate\_Rentals

Youtube: Red Bricks Real Estate and Rentals  
[www.redbricks.co.nz](http://www.redbricks.co.nz)







The Waikato is our home,  
let us take care of yours.

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021 0411 645  
07 834 3150  
[rentals@redbricks.co.nz](mailto:rentals@redbricks.co.nz)  
[www.redbricks.co.nz](http://www.redbricks.co.nz)

